

# Ethics and Anti-Corruption Agreement

## About Us

At Whizdom we strive to deliver services that are fair, timely, and courteous. We are committed to continually improving the standard of service that we provide, as well as the way in which we interact with our clients and contractors.

We believe that all people deserve to be treated with respect and are committed to ethical, prompt, respectful and helpful customer service.

## What you can expect from Whizdom

You can expect us to:

- assist you in a respectful and helpful manner
- assist you in a timely way when dealing with enquiries, complaints, decisions and providing feedback
- identify ourselves when we answer a phone call or meet with you
- disclose any conflicts of interest
- be independent and impartial in all our dealings with you
- keep your information confidential and private in accordance with statutory obligations
- seek your feedback on our service
- provide or link you with services that may help you

## What we expect from you

We ask that you:

- speak with our staff politely and with respect
- let us know if you are unable to attend an appointment
- provide us with accurate and up-to-date information when requested
- tell us when your circumstances change in a timely manner
- let us know if there are any circumstances that may affect you performing the duties of your role
- suggest how we can improve our customer service and/or the services we provide

## Your Rights and Obligations

Contractors have an obligation to carry out the duties for which they are paid in an efficient and competent manner and avoid behaviour which might impair their effectiveness. These duties include the following:

- ) To obey all relevant legislation, regulations, lawful and reasonable instructions and to work as directed
- ) To be present at work as required and record such attendance truthfully
- ) To ensure competence and efficiency in the performance of assigned duties
- ) To maintain expected standards of performance

- ) Avoid any conflicts of interest (real or perceived)
- ) To refrain from conduct (such as the use of intoxicating substances) which might impair work performance
- ) To obtain approval from the employer before undertaking secondary employment
- ) To show reasonable care, and neither use, nor allow the use of company property, resources, or funds for anything other than authorised purposes
- ) To incur no liability on the part of the company without proper authorisation
- ) Not to be absent from the workplace without proper authorisation.
- ) When working with or in the Australian Public Service, always behave in a way that upholds the APS Values

### Standards of Behaviour

Unsatisfactory behaviour is behaviour which:

- Negatively affects own or another's performance or has the potential to do so
- Is dishonest
- Embarrasses or threatens the reputation of the company
- Could result in a contractor being charged and / or convicted of a criminal offence
- Otherwise breaches the obligations created under this Code of Ethics
- Behaviour which is considered unsatisfactory will result in disciplinary action being taken against a contractor and could lead to dismissal

### Anti-Corruption

Whizdom Pty Ltd does not condone bribery or corruption in any form.

At Whizdom we:

- ) conduct all business in an honest and ethical manner;
- ) are committed to acting professionally, fairly and with integrity in all business dealings and relationships;
- ) do not permit the making of any inappropriate promises, gifts or excessive hospitality to Foreign Public Officials in order to achieve unfair advantage or benefit; and
- ) resist any efforts made by others (including suppliers, customers or clients) to unfairly affect any official decision-making process in order to achieve unfair advantage or benefit.

Whizdom's employees and Agents must :

- ) conduct all business in an honest and ethical manner.
- ) be committed to acting professionally, fairly and with integrity in all business dealings and relationships;
- ) not permit the making of any inappropriate promises, gifts or excessive hospitality to Foreign Public Officials in order to achieve unfair advantage or benefit; and
- ) resist any efforts made by others (including existing or potential suppliers, customers or clients) to unfairly affect any official decision-making process in order to achieve unfair advantage or benefit.

We encourage charitable donations/sponsorships only when they are ethical and legal under local laws and practices.

We do not encourage contributions to political parties.

We do not condone facilitation payments as a means of doing business.

We expect our business partners and agents to implement and enforce effective systems to counter bribery.

We will always report and document any breach of the law that is brought to our attention through the reporting mechanism provided by Australian authorities.

### **Respect for the Rights of Others**

All contractors are expected:

- To avoid behaviour which might endanger or cause distress to other work colleagues, or otherwise contribute to disruption of the workplace
- To respect the authority of supervisors
- To refrain from allowing workplace relationships to adversely affect the performance of paid duties
- To respect the privacy of individuals when dealing with personal information
- Not to discriminate against, or harass, clients or colleagues because of their sex, marital status, ethnicity, disability or religious or ethical beliefs
- To respect the cultural background of colleagues and clients in all dealings
- Have regard for the safety of others

### **General Information**

- Always be well dressed. (tip - dress in the top 25%, impressions are important)
- Always be punctual and clarify core work hours. (e.g.: 38-hour weeks, are there issues working shorter or longer hours, clarify lunch hours and core hours, start and end times).
- Under no circumstances are computer games to be played on site. Please make yourself familiar with department rules and regulations regarding internet use during work hours.
- Seek permission to use the fax machine, photocopier for faxing time sheets.
- Be aware of security and company policy while on site, ignorance is not an excuse.
- Always correctly fill in hours on your time sheet. Many sites can often get this data from swipe entry on security systems and compare it against your time sheet.
- Get written prior approval for overtime or working from home so it's not questioned at the end of the month.
- Do not remove software or hardware without written permission from the site.
- Restrict private calls while on site and keep them short.
- Refrain from using vulgar language and always be courteous to all staff.
- You are an ambassador for Whizdom and other Whizdom colleagues. Be excited about work and have it show through.
- Never bad mouth competition. We don't care what they say about us, as long as you and the customer are happy.

- We promote the highest ethics and standards of companies, so it is noticed.
- We like to compete openly and honestly and have our actions speak for themselves.

### Complaints or Grievances

If you have a complaint or grievance concerning the quality of our customer service or for the client you are contracting for, please telephone Whizdom on 1300 944 936 to discuss your concerns.

### Client Requirements

- Contractors will familiarise themselves with the client's WHS Policy and WHS officer.
- Contractors must be aware of any security requirements that relate to their conditions of engagement.
- Contractors must read security instructions and client identified documentation that relates directly to their obligations of engagement.

### Compliance

Failure to observe our policy may result in action up to and including termination of employment.

In signing this document, you agree to be bound to the Terms and Conditions of the content.

Name ..... Signature ..... Date .....